



**DEPARTMENT OF THE AIR FORCE**  
**JOINT PERSONAL PROPERTY SHIPPING OFFICE - SAN ANTONIO (DOD)**  
**613 NORTHWEST LOOP 410, SUITE 400**  
**SAN ANTONIO TX 78216-5518**

15 November 2002

**MEMORANDUM FOR ALL DOD PERSONAL PROPERTY MOVING COMPANIES**

**FROM: JPPSO-SAT**

**SUBJECT: Booking Personal Property Shipments**

We are regionalizing the "back office workload" of Air Force Traffic Management Offices (AFTMO) in 6 states to the Joint Personal Property Shipping Office, San Antonio (JPPSO-SAT). We started phasing in this program in April 02 with Dyess and Goodfellow AFB, Texas. The workload at Little Rock AFB, Arkansas and Sheppard AFB, Texas will be picked up in April 03, while Tinker, Vance, and Altus AFB Oklahoma will be regionalized in October 03. In April 04, we will transfer workloads from Barksdale AFB, Louisiana and Maxwell AFB, Alabama, and complete the project in October 04 by assuming the remaining workloads of Laughlin AFB, Texas, Columbus and Keesler AFB, Mississippi.

We expect the JPPSO-SAT workload to increase to some 65,000 domestic and international personal property shipments annually. We will book all shipments by Areas of Operation; however, penalties for less than satisfactory service will be assessed for our entire 6 states Area of Responsibility (AOR).

To contend with this large undertaking, we have to modernize our current operating procedures. Toward that end, we are changing our personal property booking procedures to an electronic (e-mail/web-based) method. The test of our new electronic booking procedure started 1 November 2002 and all is going well. Beginning 1 December 2002, all of our personal property shipments, domestic and international, will be booked with one party or lead/booking agent of your choosing, who will represent your firm area wide. We will no longer be able to deal with a multitude of carriers' agents at various locations.

Our automated system, Automated Booking for Carriers (ABCS) will send an e-mail shipment offering to your designated booking agent. If we don't receive a response within one hour, our Transportation Assistant (TA) will receive an automated "alert flag". Our TA will then telephone your booking agent to ensure our shipment offer was received. An additional one-hour suspense may then be given if the offer was not received (time zones of your lead/booking agent will be considered for response times allowed—you will need to ensure we have your booking agent's proper time zones). We will offer the shipments from 7:30 AM to 5:00 PM, Central Time, Monday through Friday, excluding holidays. If a shipment offer suspense is due after 5:00 PM Central Time, your response will be automatically extended until 8:00 AM the following business day.

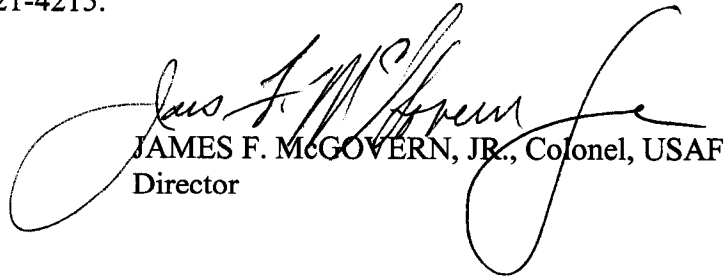
We will make our shipment offers by e-mail, and your representative will be required to accept or reject them through a website included in the email. Our electronic shipment offerings will be in a standard format and will include the customer's name, pickup address, destination, contact telephone number(s), requested pickup and delivery dates, estimated weight, and other information deemed necessary for a quality move. If you accept the shipment, our system will send you an email with the shipment information and an attached tab-delimited file, which can be imported into a database or spreadsheet.

If your agency has not already sent an updated LOI within the last 60 days, we require a new letter of intent to be sent to this office immediately, identifying your lead/booking representative with a generic, not a personal, booking e-mail address (example: bookings @mymoving.com) Your representative must have modern automated equipment (computer with e-mail capability, FAX capability, etc.) available to communicate with us. They will also need a toll-free (800) number that we can call to clarify any misunderstandings or explanations relative to a shipment. Your representative will be required to accept or refuse our offers on your behalf within 1 hour by return e-mail, and provide the name of your servicing agent, address, and contact telephone number.

Your designated servicing agent will be responsible for returning all required shipment documentation to us according to regulation. We will then validate your billing statements and submit them for payment.

As we assume additional zones and responsibilities according to our regionalization plan, you will be required to submit new LOI's before each rate cycle begins, as indicated above.

My JPPSO-SAT Points of Contact (POC) are Major Bax, (210) 321-4213; SMSgt Reese, (210) 321-4211; and/or Ms. Kistler, (210) 321-4215.



JAMES F. MCGOVERN, JR., Colonel, USAF  
Director